

What is claimed is:

1. A method for monitoring service provider performance, comprising:
defining performance criteria;
5 deploying at least one data collection agent;
executing each data collection agent to monitor and collect operation data;
receiving the operation data from each data collection agent;
aggregating the operation data;
determining a level of service based on the performance criteria and the aggregated
10 operation data.
2. The method of claim 1 wherein the performance criteria is scalable based on the number
of data collection agents.
- 15 3. The method of claim 1 wherein the performance criteria includes criteria associated with
a group of users.
4. The method of claim 1 wherein the performance criteria includes criteria associated with
a business function.
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5. The method of claim 1, further comprising deploying at least one additional data
collection agent.
6. The method of claim 1, further comprising removing at least one data collection agent
25 from service.
7. The method of claim 1, further comprising converting at least a portion of the operation
data based on a regional time zone associated with the portion of the operation data.

8. The method of claim 1 further comprising exporting the aggregated operation data to a third party integrator.

5 9. The method of claim 8, further including generating a published interface for the aggregated operation data.

10. A system for monitoring service provider performance, comprising:
means for defining performance criteria;
means for monitoring and collecting operation data;
10 means for receiving operation data;
means for aggregating the operation data; and
means for determining a level of service based on the performance criteria and the aggregated operation data.